



Process Excellence

Optimizing EPA Region 7, Together

Project Factsheet Form

Instructions

This form collects information to develop a factsheet on a Region 7 Process Excellence project. Factsheets share project results in a way that is both visual and digestible. Each section of this form includes guidance for what information to include. A few guidelines to follow when filing out the form and collecting related materials:

- **Think visual** - How can you show the story of your project visually via photos, charts, graphics, and/or process maps? Please provide as many visuals as you can that relate to your project when submitting the form.
- **Think of the audience** - Please fill in each field using complete sentences (where appropriate) and sufficient explanation to make the project accessible to a layperson unfamiliar with the process.
- **Say what?** - Please define acronyms and technical, process-specific terms that others may not know.

Please email the completed form and with attached visuals to vaughn.tegan@epa.gov.

Project Title

Please provide the project title (e.g., Region 7 Superfund Daily Document Process)

Project Title: Region 7 Daily Digest Document Process

Project Contacts

Please provide the names of all the people involved with the project.

Project Champion: Mark Hague

Project Sponsor: Curtis Carey

Project Team Lead: Ben Washburn

Team Members: Janet Bowman, Toni Gargas, Katie Miley, Monica Espinosa

Project Facilitator: Shawn Grindstaff

The Project

Please briefly describe the process, program, or improvement area that was the subject of the Process Excellence project.

Project Description: Improve content of Daily Digest by increasing community outreach event submissions by the divisions. Increase internal awareness of Region 7 activities across all divisions.

The Opportunity

Please briefly describe the focus area of your Project (i.e. the “problem” it sought to address), scope, and related goals.

Opportunity: Low participation in submitting events to the Daily Digest

Scope: Implement changes to Daily Digest content submission process to ensure complete capture of R7 events

Goal(s): Increase internal collaboration, coordination, and efficiency for Region 7 community outreach, events, and meetings

Project Approach

Please indicate the primary method(s) utilized for this Process Excellence project (e.g., Lean Kaizen, Six Sigma, Lean Process Development, Value Stream Mapping, etc.).

Feel free to provide additional information on the project approach, if needed (e.g., the team tackled the project over the course of 5 meetings, in one day, through an outside facilitator, etc.).

Project Method(s): Lean Six Sigma

Additional Information on Project Approach: The team met and addressed the entire project over 4 meetings with the right mix of “on the ground” implementers and divisional representation to achieve success.

Process Changes

Please provide a description of the key changes made to the process as a result of the project.

Key Process Changes: Content submitters now have regular deadline by which to submit content to the Daily Digest.

Events section will now indicate “None” or “None submitted” to identify which divisions have submitted content to the Daily Digest.

The Results

Provide the results for any metrics evaluated in the Lean project in the table below. I

Metrics	Old Process	New Process	Percent Change
EXAMPLE 1: Lead Time	100 business days	25 business days	↓75%
EXAMPLE 2: Processing Time	20 hours	15 hours	↓25%
Lead Time			
Processing Time			
Number of Process Steps			
Percent Complete and Accurate			
Participant Satisfaction with the Process (1-5 scale)			
[Other metrics]			

Notes: The team created a new format and is currently in the implementation phase as we speak.

The Outcomes

Please describe any key accomplishments, outcomes, or impacts from the Process Excellence project that you have realized or expect to obtain. For example,

- *What has this project meant for environmental outcomes, for the team, for the customers, etc.?*
- *Are there any qualitative results the team achieved as a result of this project?*
- *Do you think any of the solutions identified could be applicable/replicable in other areas?*

Key Outcomes: Increased internal awareness of Region 7 outreach activities such as events and meetings. Increased visibility for R7 leadership of each division's community activities, allowing for greater efficiencies. With a greater awareness of Region 7's activities, the Office of Public Affairs can better promote the work of the scientists and engineers working in Region 7.

Project Quotes

If possible, please provide 1-2 quotes from the team members, sponsor, team lead, or champion about the impact of the project or comments on the process. Please identify the speaker (name and title).

Quote 1: "The changes to the Daily Digest process will enable Region 7 to better track and monitor its overall impact on communities in Region 7," said Shawn Grindstaff, the project facilitator.

Quote 2: Click here to enter a quote (1-2 sentences) and the name of the speaker.

Visuals

Please attach the following visuals, if available for your project, when you submit your completed project factsheet.

- Team Photo
- Current state and new/future state process map (*either flow chart or photos of the process maps*)
- Photos from any project events
- Charts, graphs, or other visual representations of the process improvements
- Photos of new/revised templates and checklists
- Screenshots of new websites or online forms
- Photos relevant to the substance of process or its impacts (e.g., chemical lab, leaky tank, permitted facility, employee workstation, etc.)